

Comparisons of Job Characteristics

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

[Compare Knowledge](#)

[Compare Skills](#)

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[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

| | |
|----|--|
| << | Focus occupation element is much lower |
| < | Focus occupation element is lower |
| 0 | Focus occupation element is at a similar level |
| > | Focus occupation element is at a higher level |
| >> | Focus occupation element is at a much higher level |

Knowledge

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

| Associated Occupation's Key Knowledge Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation |
|--|---------------------------------|--------------------------------|---------------------------|--|
| Customer and Personal Service | 11.3 | 19.6 | 15.5 | << Extensive education and/or training may be required |
| Clerical | 7.3 | 17.3 | 14.7 | < Expanded education and/or training may be required |
| Computers and Electronics | 8.4 | 11.7 | 10.2 | < Expanded education and/or training may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 95

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

| Associated Occupation's Key Skills Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation |
|---|---------------------------------|--------------------------------|---------------------------|---|
| Active Listening | 11.0 | 12.3 | 11.2 | 0 Current skill level may be sufficient |
| Reading Comprehension | 10.7 | 11.1 | 10.0 | < A higher skill level may be required |
| Speaking | 10.8 | 11.1 | 11.6 | 0 Current skill level may be sufficient |
| Service Orientation | 7.9 | 8.2 | 11.0 | >> Skill level is likely more than sufficient |
| Mathematics | 6.2 | 7.2 | 5.1 | << Extensive development of skills in this area may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 94

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

| Associated Occupation's Key Abilities Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation | |
|--|---------------------------------|--------------------------------|---------------------------|--------------------------------|--|
| Written Comprehension | 11.0 | 12.6 | 9.7 | << | Extensive improvement in abilities may be required |
| Near Vision | 11.1 | 12.0 | 9.3 | << | Extensive improvement in abilities may be required |
| Speech Recognition | 9.9 | 11.7 | 11.2 | 0 | Current ability level may be sufficient |
| Speech Clarity | 10.2 | 10.5 | 10.1 | 0 | Current ability level may be sufficient |
| Written Expression | 9.8 | 10.0 | 8.7 | < | Some improvement in abilities may be required |
| Number Facility | 6.3 | 7.9 | 6.7 | < | Some improvement in abilities may be required |
| Mathematical Reasoning | 6.3 | 7.4 | 6.4 | < | Some improvement in abilities may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 84

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

| Work Activities | Exclusivity of Activity |
|--|-------------------------|
| Collect payment | 49 |
| Distribute correspondence or mail | 76 |
| Examine files or documents to obtain information | 92 |
| Fill out business or government forms | 42 |
| Maintain inventory of office forms | 71 |
| Maintain records, reports, or files | 5 |
| Maintain telephone logs | 74 |
| Operate business machines | 68 |
| Take messages | 68 |
| Transcribe spoken or written information | 74 |
| Type letters or correspondence | 78 |
| Use computers to enter, access or retrieve data | 3 |
| Use oral or written communication techniques | 1 |

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 94

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

| Tools and Technologies | Exclusivity |
|--|-------------|
| Business function specific software | 1 |
| Calculating machines and accessories | 3 |
| Computers | 1 |
| Content authoring and editing software | 1 |
| Content management software | 6 |
| Data management and query software | 1 |
| Finance accounting and enterprise resource planning ERP software | 2 |
| Information exchange software | 1 |
| Network applications software | 1 |
| Typing machines and accessories | 25 |

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.